

Middlesex Street Estate Guest Accommodation Terms and Conditions

Middlesex Street Estate has 2 guest rooms for use by residents wishing to accommodate their guests for short stays. Residents are responsible for their guests whilst the rooms are occupied. Residents must ensure that their guests fully understand and adhere to the terms and conditions before booking. Returned booking forms are confirmation that the guest agrees to the terms and conditions and the resident accepts responsibility for them.

1. Bookings enquiries can be made in person, via telephone or email MSEGuestRooms@cityoflondon.gov.uk
2. A booking form must be completed and returned to the Estate Office, or emailed to MSEGuestRooms@cityoflondon.gov.uk
3. The information required will include name, address, email, contact telephone number and names of guests using the room. Residents must provide proof that they reside at Middlesex Street Estate.
4. A maximum of 14 days can be booked this is non-negotiable.
5. The Guest Accommodation is priced as follows:
 - Single: £30 per night (Maximum 1 person allowed) +£5 per booking if you are not bringing your own bed linen
 - Double: £40 per night (Maximum 2 people allowed) +£5 per booking if you are not bringing your own bed linen
6. Only maximum people are permitted to use the accommodation.
7. Rooms must be paid for in full when the booking is confirmed.
8. Weekend bookings are charged at a minimum 3-night stay. **No cash deposit is required. However, at check-out, rooms will be inspected, inventories taken and returned keys checked. Losses and damages will be recharged by invoice to the resident who has made the booking.**
9. **Cancellation Policy:** To cancel a booking, at least 48 hours' notice is required. Failure to give 48 hours' notice will result in the following being applied.
 - Up to 48 hours notice: full refund
 - Between 24 and 48 hours notice: 30% of cost of total stay
 - Less than 24 hours: 100% of cost will be charged

Please note that there is NO refund for cancellations made with less than 24 hours' notice.

10. Keys must be collected from the Middlesex Street Estate Office on the day of check in between 10am and 3pm by the resident who made the booking. **(Please note that the Middlesex Street Estate Office closes promptly at 4pm).** Check-in is from 2pm. For weekend bookings, keys must be collected on **Friday**. Failure to collect keys will

result in you not being able to access the room and you will still incur the full charge of the booking. Please note that keys cannot be left at another location for collection.

11. Please note check out time is 10am prompt, to allow time for the rooms to be cleaned before the arrival of the next guests. On check-out keys must be returned to Middlesex Street Estate Office. Failure to return the keys at time of check out, may result in a recharge to the resident to cover the cost of a lock change. The resident is responsible for the safe return of the keys. If a prior arrangement for early return of keys is made, or if the estate office is not open, the keys may be left in the letter box to the estate office.
12. Leaving doors open or failure to properly apply the locks when checking out, is a breach of our Housing Estate security measures. Failure to secure doors could result in charges being incurred.
13. Bed linen (upon request), towels, tea and coffee making facilities are available in the guest rooms.
14. Please note there is no Wi-Fi in the rooms.
15. For stays of more than three nights, fresh towels and lined will be supplied (upon request). If cleaning of the room is required during longer stays, the resident should indicate to the estate office what day this can be done prior to the guests' arrival. The City of London is not liable for any losses or damage.
16. The guest accommodation operates a strict **no smoking policy** for health and safety reasons. This includes smoking on the communal balcony area. If guests wish to smoke, they must exit the building completely.
17. Rooms are cleaned on check-out and inspected for any damage. Should residents or guests notice any damage to the room when checking in, this should be reported to Middlesex Street Estate Office as soon as it has been identified.
18. Residents are responsible for their guest's behaviour for the duration of their stay. Should the behaviour of any guest be unreasonable, disruptive and cause nuisance and annoyance to other residents, Middlesex Street Estate Office have the discretion to ask the guest to leave, even if there is time remaining on the booking. No refunds will be given. **Please be advised that if this situation occurs, the resident will be barred from using the facility for 6 months.**
19. We are unable to accommodate requests for the storage of luggage in the rooms or elsewhere on the estate.
20. Guest must ensure they take all their belongings with them upon check-out. Any items left in the room may be discarded. The City of London accepts no responsibility for lost items or items that have been left behind.

21. Please note that there are no parking facilities included when renting guest rooms. Vehicles brought into the City of London may incur a congestion zone charge and ULEZ charge for non-compliant vehicles. City of London officers are not responsible for organising parking facilities for guests using the rooms.

22. The City of London has a No Pets Policy – under no circumstances are pets of any description allowed in the guest accommodation.

I have read and agree to these Terms and Conditions – I understand that I could incur charges if any of these conditions are breached.

Signed by Resident making the booking _____

Name

Address

Date: _____